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February 17, 2000


Ms. Blanca S. Bayó, Director  
 Division of Records and Reporting  
 Florida Public Service Commission  
 2540 Shumard Oak Boulevard  
 Tallahassee, Florida 32399-0850

Re: Docket 991651-PU  
 Revision of Rule 25-22.032, F.A.C., Customer Complaints

Dear Ms. Bayó:

Enclosed for filing please find the original and fifteen copies of Florida Power Corporation's Additional Pre-Workshop Comments in the captioned docket.

Please acknowledge your receipt of the above filing on the enclosed copy of this letter and return to the undersigned. Also enclosed is a 3.5 inch diskette containing the above-referenced document in Word 97 format. Thank you for your assistance in this matter.

Sincerely,  
  
 Dan L. Sanford  
 Corporate Counsel

DLS:clm  
 Enclosure

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**02311** FEB 21 00  
 FPSC-RECORDS/REPORTING

BEFORE THE PUBLIC SERVICE COMMISSION  
STATE OF FLORIDA

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Revision of Rule 25-22.032,

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F.A.C., Customer Complaints

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Docket 991651-PU

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**Additional Pre-Workshop Comments of Florida Power Corp.**

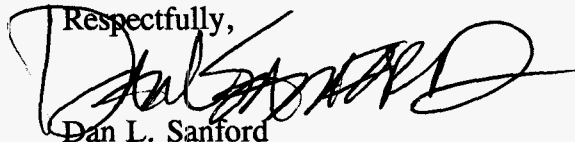
Florida Power Corp. is pleased to provide these additional pre-workshop comments regarding the proposed revisions to Rule 25-22.032, F.A.C, Customer Complaints.

Florida Power Corp. has previously filed comments in the form of suggested revisions to the initial proposed modifications to Rule 25-22.032, F.A.C. setting forth Florida Power Corp.'s initial observations concerning the proposed changes. Florida Power Corp. is generally in favor of the suggested revisions to Rule 25-22.032 because the proposed changes enhance the opportunities for Florida Power Corp. and its customers to resolve differences concerning a variety of issues relating to the rendition of service without having to engage the Public Service Commission's adjudicative authority. Florida Power Corp. believes that efforts to reduce the number of customer complaints that require the Commission's adjudicative efforts are beneficial to customers, Florida Power Corp. and the Commission.

Florida Power Corp.'s initial comments were directed to enhancing the effectiveness of the proposed changes by principally providing identifiable "milestones" in the informal complaint resolution process so that customers would have a clearer understanding of the process under which their complaint was to be resolved, and a clearer understanding of the various options available to customers.

The revised pre-workshop proposed rules incorporate a number of suggested revisions that were proposed at the January 17, 2000 hearing. At that hearing, Florida Power Corp. was advised that the Workshop would address a number of issues, including the issues raised by Florida Power Corp. relating to its suggested revisions to the proposed modifications to Rule 25-22.032. Florida Power Corp. does not, at this time, therefore offer any additional comments concerning the proposed rules as presently constituted because the indication is that the rulemaking workshop will address the issues identified by Florida Power Corp. Florida Power Corp. intends to participate in the rulemaking Workshop.

Respectfully,



Dan L. Sanford

For Florida Power Corp.